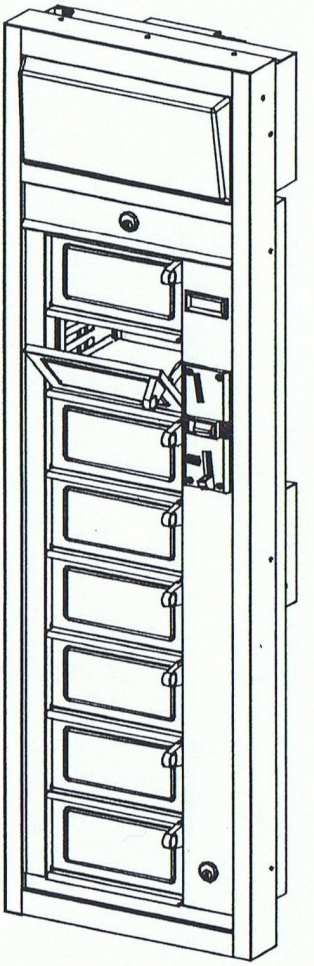
USER MANUAL

MERTENS GROUP



VERSION 01 16/03/2004

HOLDEEN COMPARTMENT VENDING MACHINE

Registration number:

Tel. no. Maintenance Service:

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Van Duijnen reserves the right to change components at any time without prior or direct notification to the buyer. The contents of this manual can also be amended without prior notice.

This manual applies to the standard model of the machine. Van Duijnen can therefore not be held liable for any loss resulting from specifications on the machine supplied to you which deviate from the standard model.

For information concerning settings, maintenance or repairs not covered by this manual, please contact the Van Duijnen technical services department.

This manual has been prepared with the greatest care, but Van Duijnen cannot accept any liability for any errors in this booklet or their consequences.

PLEASE TAKE THE TIME TO READ THIS DOCUMENT CAREFULLY BEFORE USING THE COMPARTMENT VENDING MACHINE.

ALWAYS KEEP THIS DOCUMENT NEAR THE COMPARTMENT VENDING MACHINE.

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1 GENERAL

1.1 Foreword

Use of this document:
This document is intended as a work of reference with which the user can safely use and maintain the machine specified on the cover of this document.
Van Duijnen is not liable for any loss or injury caused by failing to abide by the instructions contained in this manual.

The Holdeen compartment vending machine has been designed and manufactured with care in order to be able to offer many years of continuous service, provided that the instructions contained in this manual are carefully followed.

The Holdeen compartment complies with the CE directive.
Partly because of this, modifications to the vending machine are not permitted.

Before being delivered to the customer, the compartment vending machine has undergone a thorough inspection. We therefore also offer a 12 month guarantee against any manufacturing and/or materials defects.

However, it should be clear that like any other machine, this vending machine requires regular servicing. However, the vending machine is designed in such a way as to require minimal maintenance.

1.2 Terms of guarantee

The terms of sale and guarantee in accordance with the Metaalunie provisions which apply to this compartment vending machine form part of the terms of delivery.
These can be provided on request.
Registered with the Chamber of Commerce in Lelystad under number 53383.

1.3 Identifying the machine

The machine's identification plate provides you with the correct information for the machine; it is fixed to the side of the coin box.

2 Safety regulations and hazard warnings

2.1 General

The manufacturer accepts no liability whatsoever for loss or injury caused by a failure to (strictly) comply with the safety regulations and instructions contained in this document or by carelessness during installation, use and maintenance of the machine specified on the cover of this document and any associated accessories.
Additional safety instructions may be necessary, depending on the specific operating conditions and the accessories used. Please contact your service dealer immediately if you have identified a potential hazard when using the compartment vending machine.
The user of the compartment vending machine is fully responsible at all times for compliance with the local safety regulations and guidelines.

2.2 Instructions for use

- Anyone working on or with the compartment vending machine must be informed about the contents of this manual and strictly follow the instructions which it contains. The company management must instruct the personnel on the basis of this document and comply with all regulations and instructions.
- Never change the order of the actions to be performed.
- Always keep this document near the machine.

2.3 Pictograms and instructions on the compartment vending machine (where present)

- Pictograms, warnings and instructions displayed on the compartment vending machine form part of the safety provisions. They may not be covered or removed and must be present and legible throughout the lifespan of the machine. Replaced or repair pictograms, warnings and instructions which have become illegible or damaged immediately.

2.4 Users

- The vending machine should only be operated by persons who have been instructed by the company management on the basis of this document.

2.5 Appropriate use

- The compartment vending machine is solely designed for displaying (for a short period), keeping warm and issuing food products intended for the purpose for immediate sale.
- Any other or further use is not deemed appropriate. The manufacturer accepts no liability for any resultant loss or injury. The compartment vending machine complies with the applicable standards and regulations. Only use the compartment vending machine when it is technically fully operational in accordance with the use described above.
- The "Appropriate use " as specified in EN 292-1 is the use for which the technical product is suitable according to the manufacturer's statement - including its comments in the sales brochure. In the event of doubt it is the use that is suggested as being appropriate by the construction, design and function of the product. The appropriate use also involves taking account of the instructions in the instruction manual.

2.6 Technical specifications

- The specifications given in this document may not be changed.

2.7 Safety features

- All safety features must be fitted correctly and may only be removed by trained, qualified service engineers in order to carry out servicing and repair work.
- The compartment vending machine may never be used if the safety features are incomplete or missing, or have been disabled or have become inoperative.
- The proper working of safety features must be checked regularly, and if necessary they must be repaired immediately by service engineers.

2.8 Modifications

- Modifications to (parts of) the compartment vending machine are not permitted.

2.9 Installation

- The installation, programming, servicing and repair of the compartment vending machine may only be carried out by authorised service personnel.
- Allow sufficient room on either side of the vending machine for maintenance and repair purposes.
- The vending machine should be connected to a properly earthed mains supply at all times by means of a normal plug with an earth pin. The connection can then be easily interrupted for servicing or maintenance work.
- Never install the machine in front of exits, entrances or doorways intended for emergency use.

Warning

The mains cable should be fitted in accordance with the local regulations and may only be carried out by trained, authorised service engineers.

- Connection to the mains supply.

Warning
Supply voltages can vary between countries. Check that the machine is suitable for connection to the local mains supply. Information concerning the supply voltage and frequency can be found in this document and on the identification plate.

- The vending machine should be connected to a properly earthed mains supply at all times. Connect the machine to the mains in such a way that the connection can be easily interrupted. Ensure proper earthing.
- Do not connect the machine to a mains supply where heavy loads as a result of other machines being switched on can cause voltage fluctuations.

2.10 Use
- Inspect the machine before use and check it for damage. Verify the working of the safety features.
- Protect the machine from water or moisture. Never immerse the machine in water.
- The machine should not be cleaned with a jet of water, excessively wet sponge etc.
- Protect the operating controls from moisture, dirt and grease.
- Never use sharp objects to operate the buttons.
- Bear in mind that some parts of the vending machine get very hot during use.
- If the machine will not be used for an extended period of time, remove the plug from the socket.

2.11 Maintenance and resolving faults
- This document covers the maintenance which the user may carry out. All other maintenance should only be carried out by authorised service engineers.
- Respect the maintenance intervals specified. Overdue maintenance can result in high repair costs and invalidate claims under the guarantee.
- Do not carry out maintenance work on the compartment vending machine until it has been secured against accidental operation.
- Do not leave the vending machine during maintenance work.
- Only use the cleaning products recommended by the manufacturer or standard cleaning products.
- Do not methylated spirits, since this damages the plastic windows.
- Always wear suitable face protection and safety gloves if working with corrosive cleaning products. Wash your hands after using these products.
- Prevent damage to the outside of the machine as a result of spilt corrosive cleaning products. Remove spills as soon as possible, taking account of the safety instructions set out above.

2.12 Safety provisions

As a safety provision against damage caused by warming plates reaching an excessively high temperature, the control system includes a power controller or temperature controller.

2.13 Machines and the environment

Packing material

The packing material used for shipping and to protect the compartment vending machine consists of the following materials: cardboard and styrene blocks

Generally speaking, the packing materials can be returned via the supplier after installation of the vending machine. Should this not be possible, then do not deposit the packing material with your commercial waste, but ask the local municipal council's waste management department where you can deposit the material. The styrene can also be deposited separately.

Compartment vending machine

Compartment vending machines which are no longer required are often returned to the supplier after consultation. If this is not possible, the compartment vending machine may not be deposited with your commercial waste. Once again, your should ask the relevant municipal council about the options for recycling or environmentally-friendly reuse of the materials.

3 General description

The compartment vending machine is solely designed for displaying (for a short period), keeping warm and issuing food products intended for the purpose for immediate sale.
It is expressly not the intention that the compartment vending machine be used for the storage of food products. For the storage of food, please see the applicable general regulations as specified in the Warenwet (Consumer Goods Act) amongst others.

The vending machine has 8 compartment doors with a transparent window behind which the products for sale are visible to the customer. The coin tester used a slot on the sales side into which the customer can deposit coins, a button to request the coins be returned and a holder in which the returned money in held. The customer can also see on an illuminated display how much money has been deposited in total. On the back at the top there is the lighting unit with transformer, the connection for the power to the various units and a microcomputer-controlled temperature controller for the temperature settings of the warming plates. One can also see the coin tester, the coin box and a counter, together with a number of mechanical components which are connected to the compartment doors.
The counter records the total number of vends.

The coin tester carries out a number of tests on the deposited coins in order to check that they are genuine, and at the same time adds together the total value.
After the customer has deposited one or more coins as needed in order to make up the sum required, 1 compartment door can be opened and the product can be removed.
On the side of the coin tester is a block with small switches which can be used to set the purchase price.

4 Switching to euro coins

From 2002 onwards all monetary transactions will have to be carried out in euros.
For this, the settings on the coin tester will have to be altered.
Carry out the following steps:

1. Switch off the power to the compartment vending machine.
2. Detach the coin tester from the front plate.
3. Slide up the last switch in the upper, largest block numbered 8. This switches off the Dutch coins, and euros will now be accepted.
4. Set the correct price in euros. (see § 8.1 page 14 Coin tester)
5. Replace the coin tester.
6. Restore power to the vending machine and test it with the new coins.
7. Adjust your price display so that the user knows what currency to use and which coins are accepted. (see § 81 page 14 Coin tester)

The coin checker accepts 0.01-0.02-0.05-0.10-0.20-0.50-1 and 2 euro coins.

Not all coin testers are suitable for the new euro coins. Only coin testers marked EURO and EU on the side can be switched over to the new coins. In all other cases you should contact your supplier.

5 Maintenance

5.1 Daily maintenance

Cleaning the vending machine

Clean the inside and outside of the vending machine with a damp (not wet) cloth. It is important that the vending machine be cleaned daily with normal domestic cleaning products.

Important: **Never use methylated spirits or other corrosive cleaning products.**

Cleaning the coin checker

The coin tester has a flap on the side which is easy to open. Ensure that the slot through which the coins are deposited and drop is kept clean. Repeated faults involving rejected coins can indicate contamination of the coin channel.

5.1 Weekly maintenance

The coin tester can be easily removed from the front plate using a click system. The coin tester will still be attached to the front plate by two wires.

Note: Before removing and refitting the coin checker always switch of the power to the vending machine!

It is important that the area where the coins are checked be kept very clean.
These are the two opposite sides of the coin tester, the fixed part and the movable part (sensor flap).
Cleaning with a damp (not wet) cloth is usually sufficient.
Dry thoroughly after cleaning.

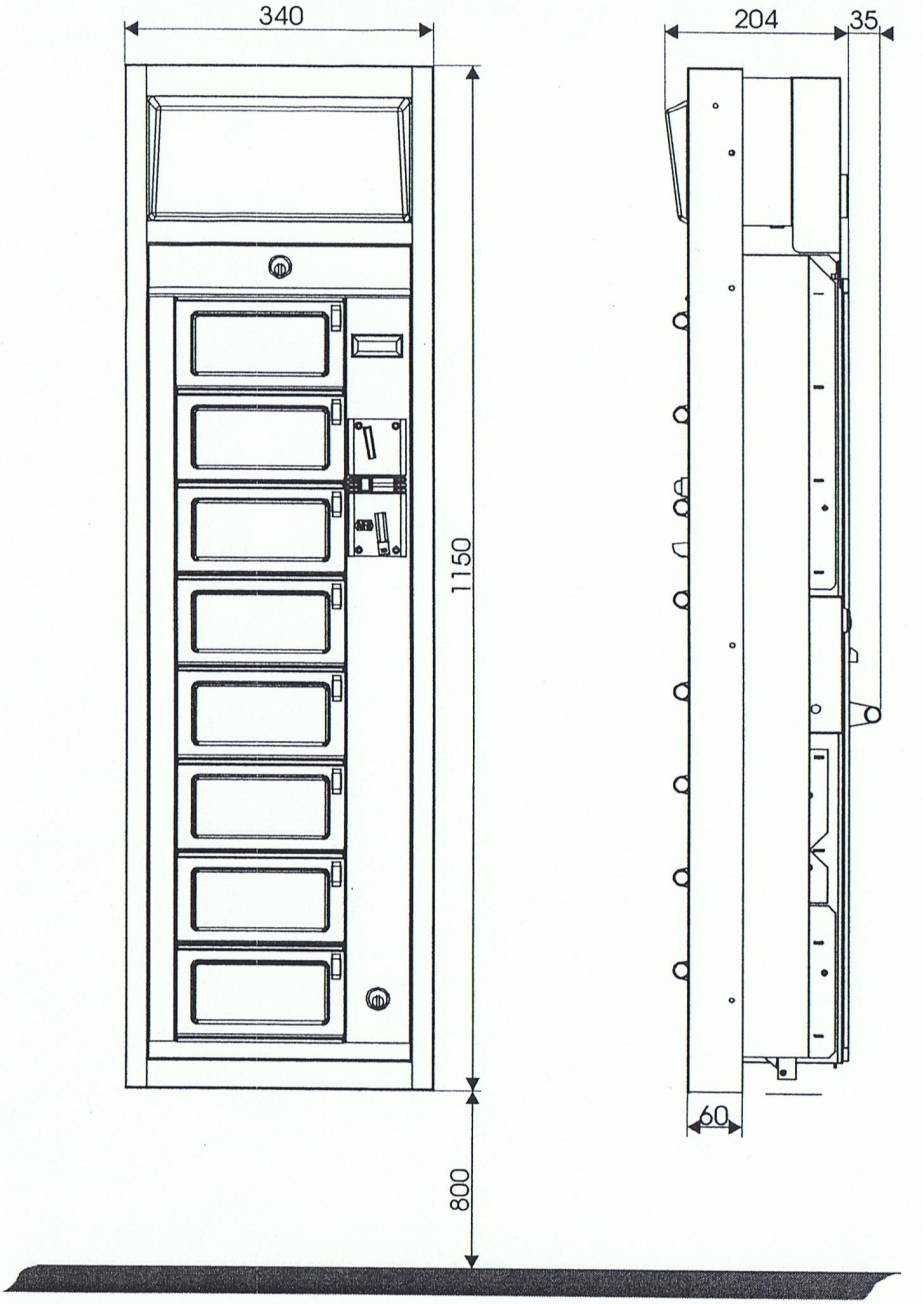

fig. 1

6 Technical data

Dimensions	- height : 1150 mm. - width : 340 mm. - depth : 239 mm.
Weight	- approx. 18.4 kg
Power supply	- 230 Vac +/- 10% / 50 Hz
Power consumption	- approx. 400 W CE 1.7 A.
Operating environment temperature	- + 5°C to max + 30°C
Counter	- 1 mechanical counter

The compartment vending machine is equipped as standard with:

- a coin tester
- microcomputer-controlled temperature controller
- CE approval mark

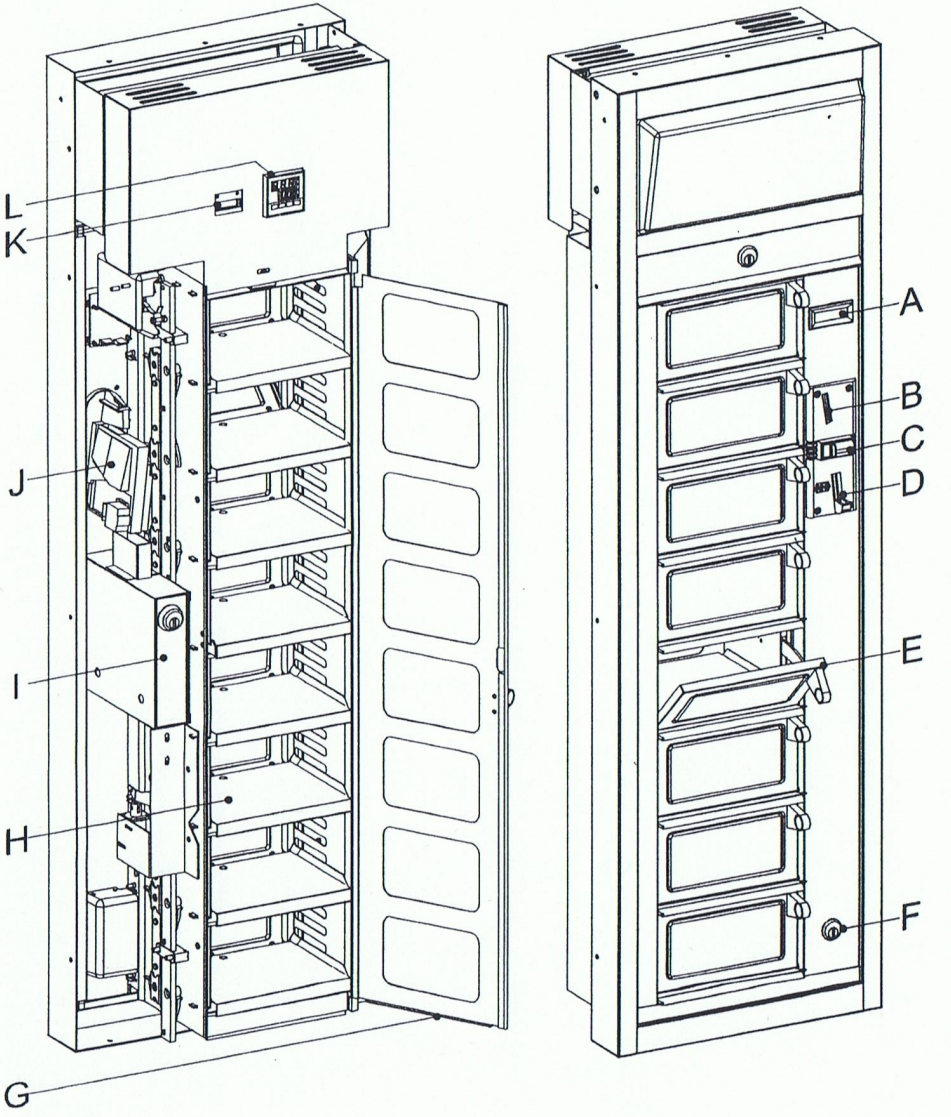

fig. 2

7 List of main components

A - Display of amount deposited

B - Coin slot

C - Coin return button

D - Coin return

E - Compartment door

F - Release key switch

G - Unit door

H - Warming plate

I - Coin box

J - Coin tester

K - Mechanical counter

L - Microcomputer-controlled temperature controller

8 Operation

8.1 Coin tester (fig. 3)

The coin tester used only accepts Dutch or euro coins. The supplier sets which coins are accepted. On this vending machine these are all coins from 5 cents to 5 guilders or, in the case of euros, 0.01 euro to 2 euro. (see § 4 page 8 for switching over to euros)

In this case the internal currency unit is equal to the smallest coin, namely 5 cents or 0.01 euro. This currency unit is used to calculate the total amount deposited before a compartment door can be opened.

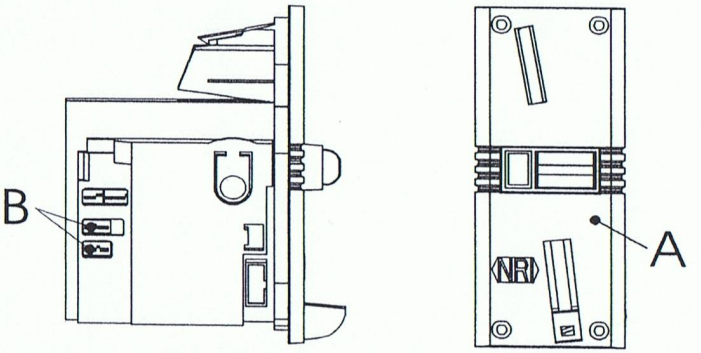

fig. 3

Description of the working.
After passing the coin tester the deposited coins fall into a collection box.
The collection box is completely sealed so that no coins can be removed from it until the collection box is removed using a key.
As the deposited coins fall through the coin tester they are tested for validity: they must be Dutch coins and they may not be seriously damaged. The value of each coin is established; the number of multiples of the currency unit of 5 cents or 0.01 euro.
The total amount of the deposited coins (per vend) will then produce the total number of multiples of the currency unit - for the sake of convenience we refer to this figure here a **XXX.**

On the sided of the coin tester there are several blocks of small switches, so-called dip switches. The purchase price can be set using the bottom two blocks (fig. 3-B); the other blocks are intended for factory settings.
Both switches should be set to the same setting.

The block of dip switches for setting the price contains 8 switches, numbered 1 to 8, which can each be set to the position "O" (= "OFF") or position "1" (=ON).

In setting the price using a block of dip switches, use is made of the binary system, which features only the values 0 (OFF)and 1(ON).

For the 1st switch this means the values 0 and 1. For each subsequent switch in the series the value is doubled, so that the 2nd switch has the values 0 and 2, the 3rd switch has the values 0 and 4, the 4th switch has the values 0 and 8 etc. and the 8th switch has the values 0 and 128. The value refers to the aforementioned currency unit.

The values of all the switches individually are added together and give the total value.
A switch set to 0 is not active and is not include in the total; a switch set to 1 is active and is included in the total.
If all switches are set to OFF the programmed value is 0 times the currency unit.
If all switches are set to ON the programmed value is the sum of all the switch values. This is 1+2+4+8+16+32+64+128 = 255 times the currency unit.
If one assumes 0.01 Euro as the lowest coin value and currency unit, this gives the following pricing result for each switch individually if it is active:

the 1st switch gives	1 times the currency unit	= € 0.01
the 2nd switch gives	2 times the currency unit	= € 0.02
the 3rd switch gives	4 times the currency unit	= € 0.04
the 4th switch gives	8 times the currency unit	= € 0.08
the 5th switch gives	16 times the currency unit	= € 0.16
the 6th switch gives	32 times the currency unit	= € 0.32
the 7th switch gives	64 times the currency unit	= € 0.64
the 8th switch gives	128 times the currency unit	= € 1.28

The maximum amount that can be programmed if all the switches are set to ON is therefore 255 x *f* 0.01 = f 2.55. (maximum amount that can be programmed if euro coins are used is 2.30 euro, i.e. 230 x 0.01 euro = 2.30 euro = f 5.06 at a conversion rate of f 2.2037).

All combinations of switch settings are permitted, so all values in between can also be programmed.

When the amount of the coins deposited (value **XXX**) is equal to (or greater than) the programmed purchase price (value **YYY**) a relay is activated. A system of bars releases the lock on the compartment doors so that the customer can open a compartment door. As soon as one compartment door is open a fraction, the other compartment doors are blocked, so that it is not possible to open other compartment doors.

After one or more coins have been deposited by the customer, there are two possibilities:

1. The amount deposited is less than the programmed purchase price. This means that no compartment door can be opened.
2. The amount deposited is precisely equal to or greater than the programmed purchase price. The customer can then open one compartment door. The transaction is then completed. No change is given for an overpayment. Even if the amount deposited were to be double (or more) the purchase price, it is still not possible to open a second compartment door.

8.2 Temperature control

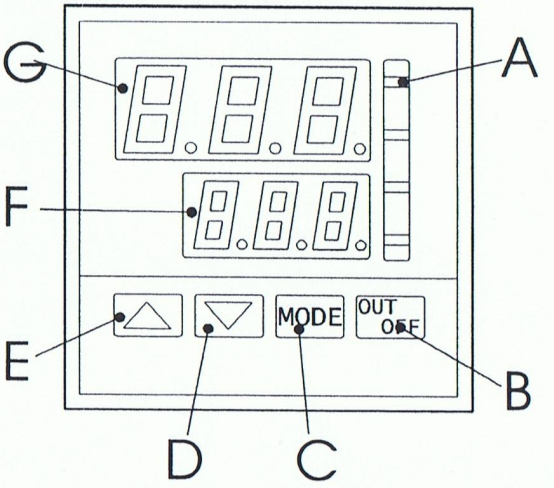

fig. 4

Name and functions of the buttons and parts (fig. 4)

A – output LED	: indicates that the elements are receiving power when the green light is on.
B – on/off button	: can be used to turn the temperature controller on or off.
C – mode button	: this button is used to access the settings mode.
D – reduce button	: used to reduce the temperature
E – increase button	: used to increase the temperature.
F – programmed temperature	: shows the programmed temperature value.
G – Temperature display	: shows the current temperature.

Setting the temperature.

1. Press C (mode button fig. 4-C); the display shows the symbol ϟ (s - setting).
2. The temperature can be increased using button E (fig. 4-E) (max. 150 °C)
3. The temperature can be reduced using button D (fig. 4-D).
4. When the required temperature has been programmed, press button C to leave the settings mode.

If the vending machine is not in used or contains cold products, the temperature controller can be switched off using button B (fig. 4-B). This should be pressed in for around 3 seconds. The same button B can also be used to turn the controller back on. To do this, keep button B pressed in for around 3 seconds.

Note: Only use the setting described above, all other settings or options can disrupt the system or, in the worst case, cause damage.

8.3 Viewing the counter

A mechanical counter (fig. 5-A) is fitted on the back of the compartment vending machine.
This counter works on pulses from the coin tester every time a compartment door is opened.
This counter therefore displays the total number of vends.
By recording the counter reading, you can keep a record of the number of vends over a given period.
The total value of coins deposited must be equal to (or greater than) the number of vends times the purchase price.

The counter shows a number made up of several figures in a window. Every time a pulse is received from the coin tester after a vend, the right-hand figure increases by one and the number therefore goes up by one.
However, the following special characteristic can occur: when sufficient money has been deposited for a vend but no compartment door has been opened, the counter does not move all the way on to the next number, but stops halfway between two figures.
If at that point the customer complains that they cannot open the compartment door, it is possible to check immediately whether the customer has deposited enough money.
Check the nature of the fault, and resolve it.

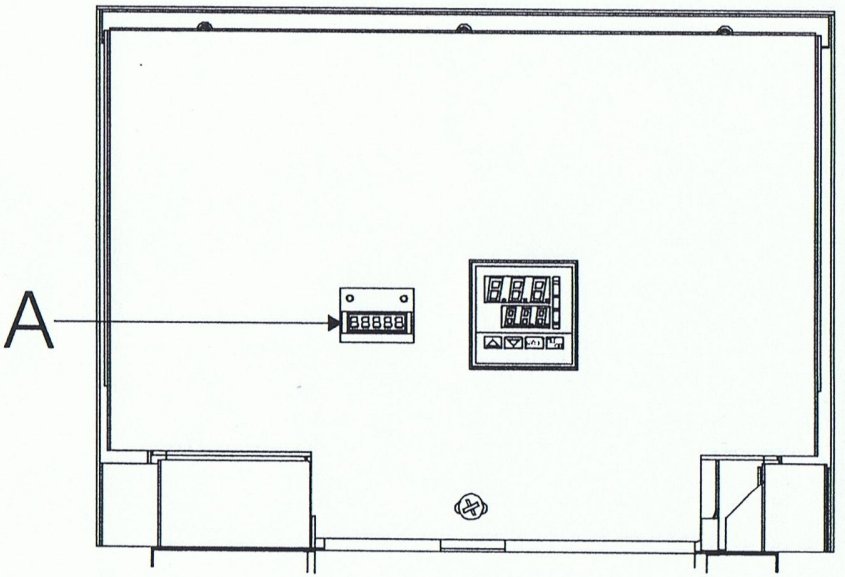

fig. 5

9 Fault analysis

Fault	*Cause*	*Solution*
Compartment door will not open	Not enough money deposited	The display shows the total amount of accepted coins. Ask the customer to look in the coin return. If necessary, customer can deposit coins up to the right amount.
	Another compartment door is not completely closed	First close the other compartment door. Then open the correct compartment door.
	Block counter shows a half figure: sufficient money has been deposited; apparently a mechanical fault.	Contact the maintenance service. To assist the customer, the rod usually operated by the magnetic coil can also be pressed manually, so that the customer can still open a compartment door. Check locking catch for sufficient play (visual check).
Vending machine not accepting coins	No power.	Check 220V power supply. If the display is illuminated, 220V power is present. Clean coin tester. Exchange the coin checker for that from another vending machine. The coin checker can be extracted by pulling the catch to one side. If the coin checker is faulty, it should be sent off and a replacement requested (remember to note model details). If the checks and actions listed above do not resolve the fault, then the transformer must be faulty. Please contact the maintenance service. To remove and replace the rear bridge with transformer, the 220 V power supply must always be switched off first. Then unplug all plugs.
Heating not working	No power	Check 220V power supply. Check whether the temperature controller is swit on. Check all the connectors of they are plug in properly. Contact the maintenance service

Faults due to poor cleaning:

If it is repeatedly found that - for example - the compartment vending machine is not working properly because the same compartment door is not properly closed each time, the probable cause will be dirt (e.g. breadcrumbs) which has accumulated on the bottom edge of the door. Thorough cleaning with a cloth and cleaning brush will then be required.

Other faults

For faults which you cannot resolve yourself, please contact your supplier or maintenance service.

Notes:

Acknowledgement of receipt of Holdeen Compartment vending machine user manual

Machine's serial number: Date of delivery:

By signing this the seller/renter of this machine declares:

- that he/she has received the relevant user manual:
- that the installer/sales person has provided the necessary complete instructions relating to operation and maintenance:
- that he/she will ensure that the instructions will be passed on to the person(s) responsible for the compartment vending machine before the machine is brought into use.

For the seller: For the buyer/renter:

(signature and company stamp) (signature and company stamp)

Note:

To ensure continued operation and the proper long-term functioning of the compartment vending machine, regular servicing must be carried out. In addition to the daily maintenance that you carry out yourself, you can also take out an additional servicing contract for further servicing. You supplier can tell you more about this.

Your supplier is not liable for defects which are caused directly or indirectly by cleaning or maintenance of the compartment vending machine when the instructions in this manual are not followed.

Buyer/renter's copy

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